

Public Rights of Way Fault Reporting Tool: User Guidance



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Introduction

The fault reporting tool can be found at:

<https://webapps.kent.gov.uk/countrysideaccesscams/standardmap.aspx> when you click on this link, the page below will show. This is the Public Rights of Way interactive map. The map tools are numbered on the image below and are explained in more detail underneath.

The screenshot shows the 'Public Rights of Way Map' interface. At the top left, there are buttons for 'Track a Fault' and 'Log in' (1). Below these is a 'Search Map' section with radio buttons for 'Town/Village', 'Street Name', 'Postcode', 'Path Code e.g. CB422', 'Parish', and 'Grid Reference e.g. TQ765555', along with a 'Search' button. To the right of the search section is a 'Current Location' section with a 'Go to Current Location' button. Below that is a 'Save Location' section with 'Go to My Saved Location' (6) and 'Set My Saved Location' buttons. The main map area has a '+ Help' button (2) and a zoom control with '+' and '-' buttons (3). On the right side of the map, there is an information icon (4) and a blue icon (5). At the bottom right of the map, there are 'Enlarge' and 'Print Map' buttons (8). A 'Map Legend' button (7) is at the bottom left of the map area. The map itself shows Kent and surrounding areas with various roads and landmarks.

1 Search tool: To move the map to a specific location you can use the search tools. Search options are: Town/Village; Street Name; Postcode; Path Code; Parish; or, Grid Reference. Click in the circle next to the search option you want to use and then type in the search criteria in the box and click “Search”.

2 Help menu: This can be expanded to show by clicking on the ‘+’ button and hidden again by clicking on the ‘-’ button (see below):

Report a Fault

Report a fault on the rights of way network in Kent. You can only report problems within the county boundary and within 50m of a path.

- Help

Step 1: Find the location of the fault

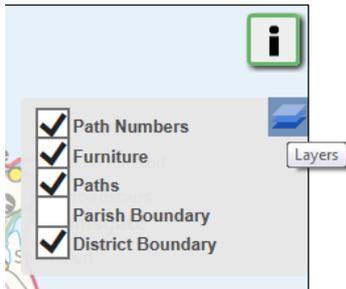
Step 2: Select the path that the fault relates to  or use the identify tool  to view an existing fault and add your details to it to receive updates.

Step 3: Mark the location of the fault 

3 Zoom control: Use the ‘+’ and ‘-’ buttons to zoom in and out on the map to provide greater or less detail:

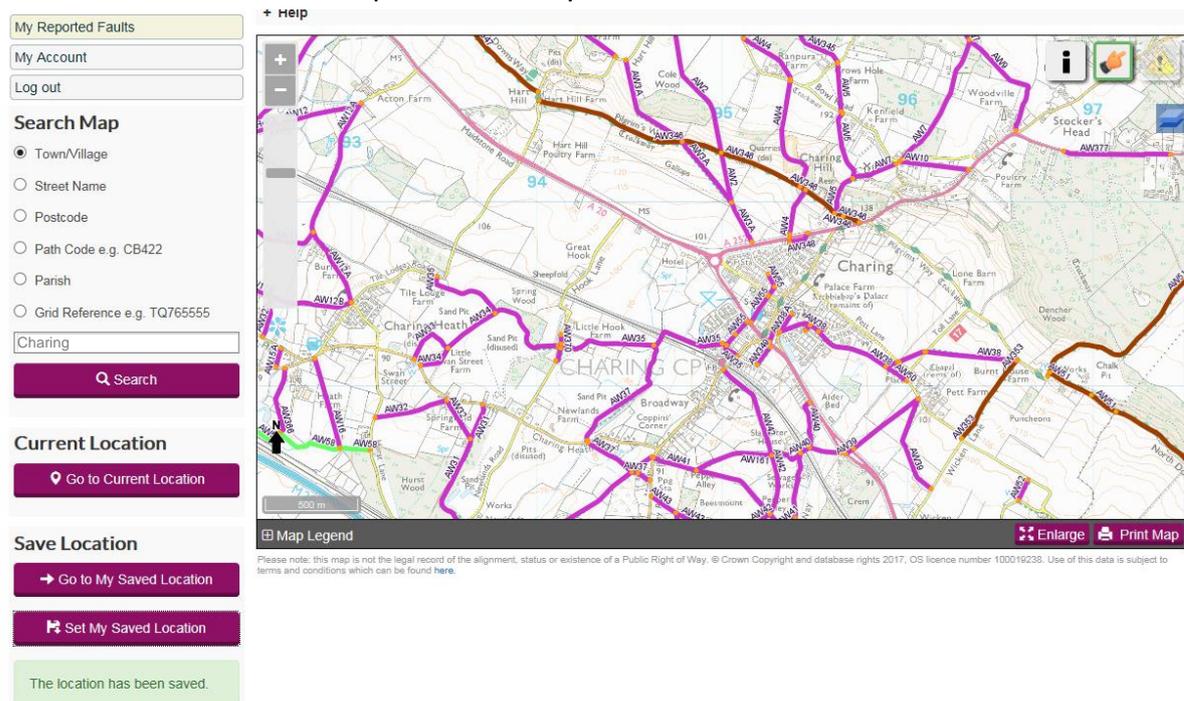
4 Information tool: When the path, furniture and issue layers are showing you can click on the information tool and then click on a feature; this will show any further details recorded against the feature.

5 Layer control: Use this to turn map layers on and off: click in the small tick-box beside them.



Note: The layers only appear as you zoom in on the map.

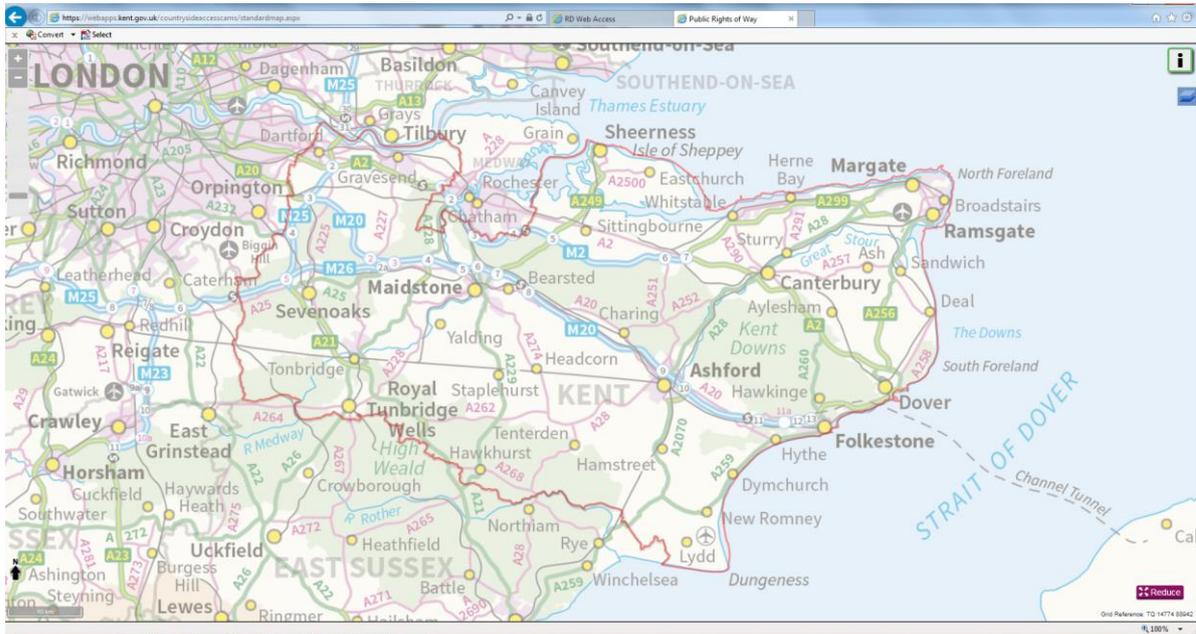
6 Save location: You can save a location you frequently visit or where you live. Use the map tools to get to the correct location and showing the extent of the area you're interested in. Then click on the "Set My Saved Location" button. A message will appear confirming the location has been saved. At any point in the future you can click the "Go to My Saved Location" button and the map will move to your saved area.



7 Legend: Click the '+' button to show the legend under the map. Click the '-' button to hide it again.



8 Enlarge: Click this button to enlarge the map to fill the whole screen. Click 'Reduce' (bottom right hand corner) to return the map to its normal size again.



REPORTING A FAULT

The first time that you use the reporting tool, you will need to create an account. This saves time entering your details, every time you wish to report a fault to us; it also enables us to keep you updated on your faults as they progress.

Create an account

To create an account, first left click with your mouse on the “Log in” button, located to the top left hand side of the map [highlighted below]



The Log in page will now show, as below. It has three distinct areas which are numbered and explained further.



Public Rights of Way Map

Track a Fault

Log in

Login

To report a fault you must first create an account. This enables us to contact you should we require any more information. It allows you to opt into automatic email updates and to track the status of your logged faults. Registering also means you do not have to re-enter your details if you want to report more faults in the future.

1

Returning User

Email address:

Password:

Remember me next time.

Log In

2

Forgot Your Password?

Enter your email address to receive a password reminder by email:

Reset Password

3

Registration

Please enter the following details:

Passwords must be:

- At least 8 characters in length
- At least 1 number and 1 letter
- At least 1 non-alphabetic or non-numeric character e.g. ! " £ \$

Required fields are marked with a *

*Email address:

*Password:

*Confirm Password

Title:

*First name:

*Last name:

Telephone:

Providing a phone number enables us to contact you if we require more information about any problems you report.

By creating an account you are deemed to have read and understood our [privacy policy](#). This details how we process and protect your data and personal information.

Create My Account

- 1 Returning users can enter their email address and password here to log-in and report a fault.
- 2 If you have forgotten your password, enter your email address in the box and click "Reset Password" a temporary password will be emailed to you.
- 3 Register for an account. You will need an email address; then choose a password for your account; enter your details; and then click "Create My Account". You will be emailed a link straight away. Check your emails and click on the blue text: "activate your account" in the email. This will take you to the log-in page, enter your username and password and click the log-in button to activate your account.

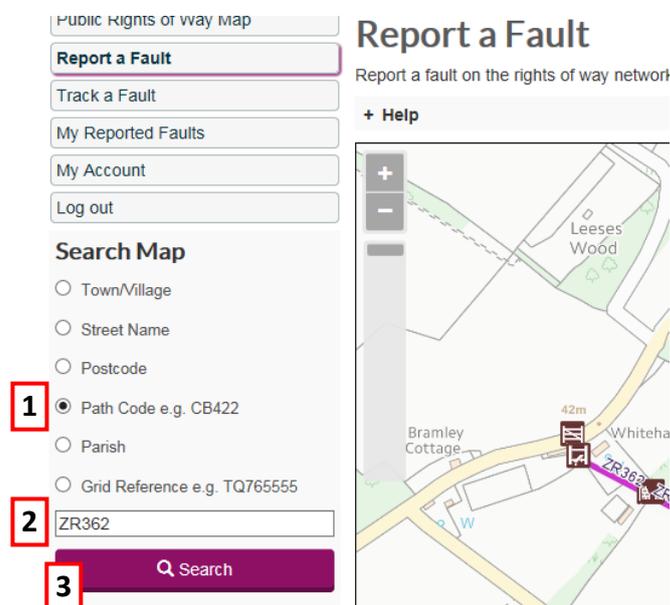
Once you are logged in, select the “Report a Fault” option (highlighted by a red rectangle below) from the menu to the left-hand side of the map.



As you zoom in on the map, paths, furniture and existing faults will appear. You can look at the details of existing faults and add further information and/or opt in to automatic email updates. Alternatively, you can also report new faults that aren't already showing on the map and which the PROW & Access Service is unaware of.

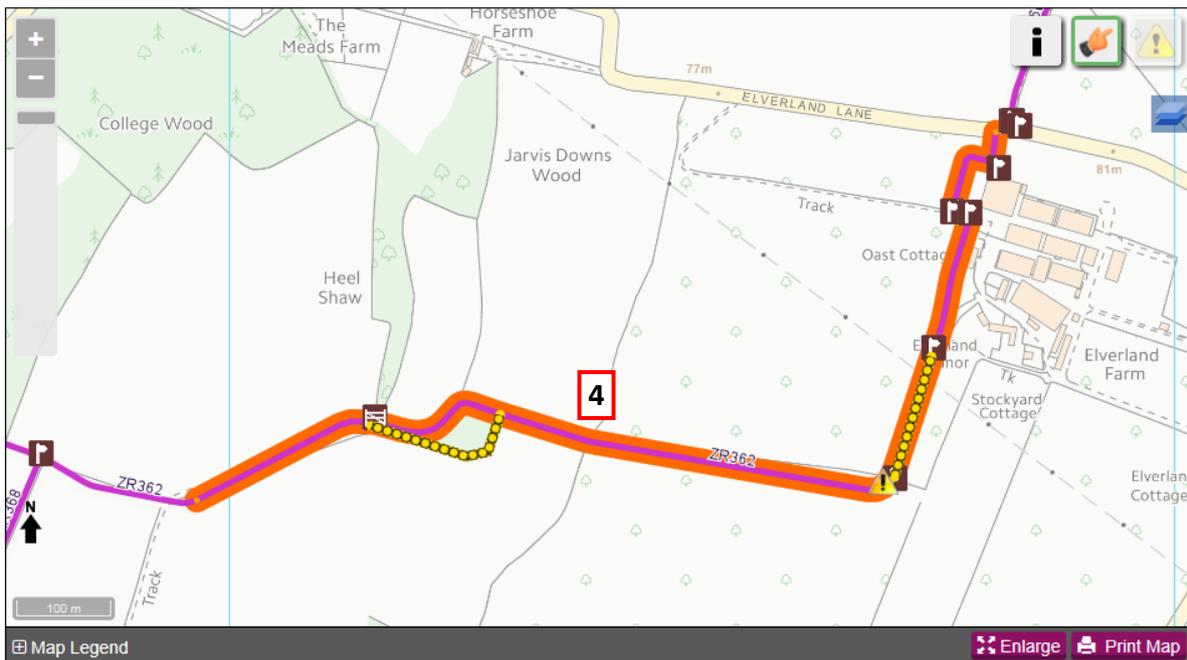
To report a new fault

Find the fault location: Log-in and then use the map search functions [Postcode/Street Name/ Town etc.] to get to the fault location.



- 1** Click the radio button to choose your search criteria i.e. Path code.
- 2** Then enter your search reference in the box.
- 3** Then click the “Search” button, if there is more than one option i.e. two place names the same [Newington, Shepway; Newington, Swale] then a list will appear for you to select the correct one.

- 4** The map will move to that location and, if you've searched by the path number, then the path will be highlighted orange.

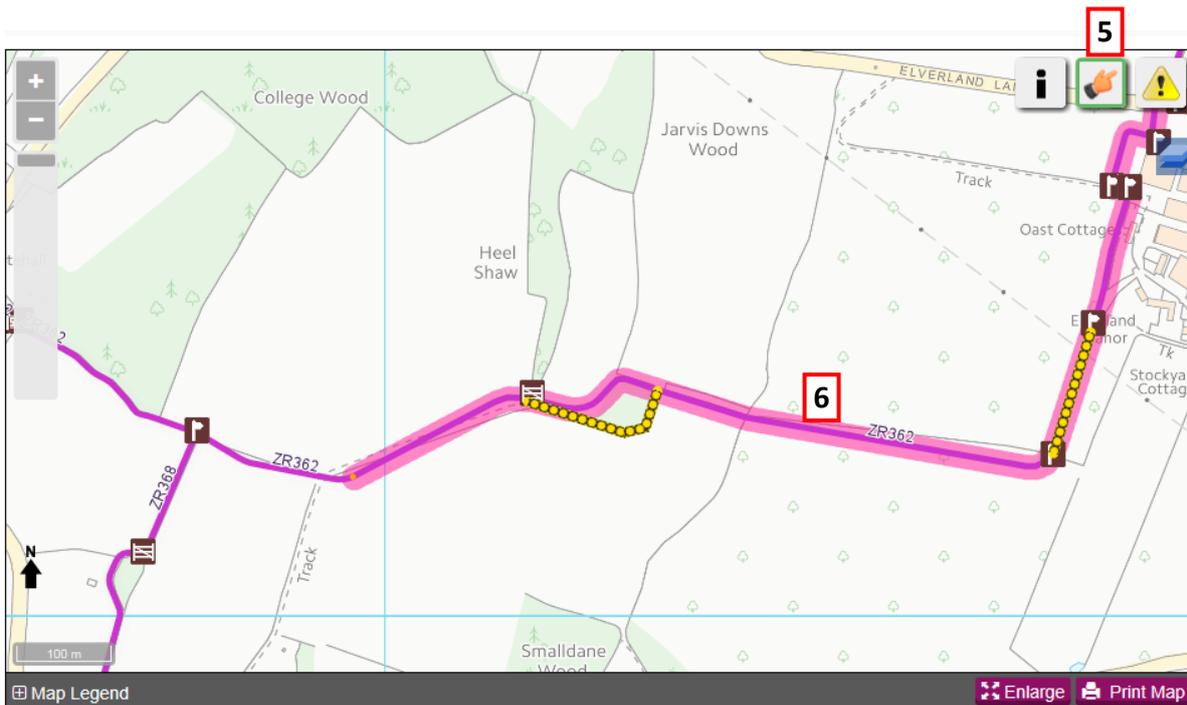


Please note: this map is not the legal record of the alignment, status or existence of a Public Right of Way. © Crown Copyright and database rights 2017. OS licence number 100019238. Use of this data is subject to terms and conditions which can be found [here](#).

Select the path:

- 5** Use your mouse to click on the select tool  in the top right-hand corner of the map.

- 6** Use your mouse to click on the path affected by the fault: the path will change from being highlighted orange to purple once selected.

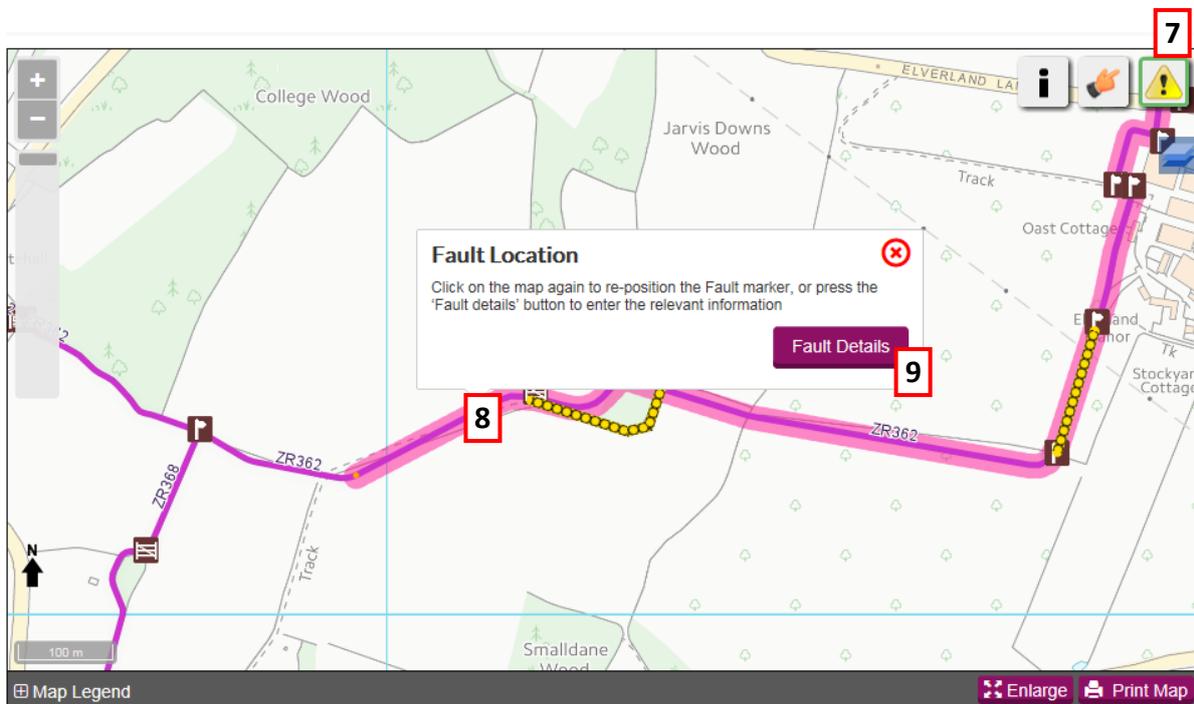


Mark the fault location

- 7 Click on the fault location tool  in the top right-hand corner of the map.
- 8 A blue ball will appear on the end of your mouse pointer, use this to mark the approximate location of the fault, along the path, by clicking with your mouse.



- 9 Once you have marked the location a pop-up box will appear. Click the "Fault Details" button to enter the fault type and a description of the problem.



Choose a fault type from the dropdown menu and then enter a description of the problem.

Fault Details

Please select the type of fault and add any additional details. Please submit separate reports for problems of different types. If you have a photo of the problem, please upload it using the Add Photo button.

*Fault Type

Description/location details

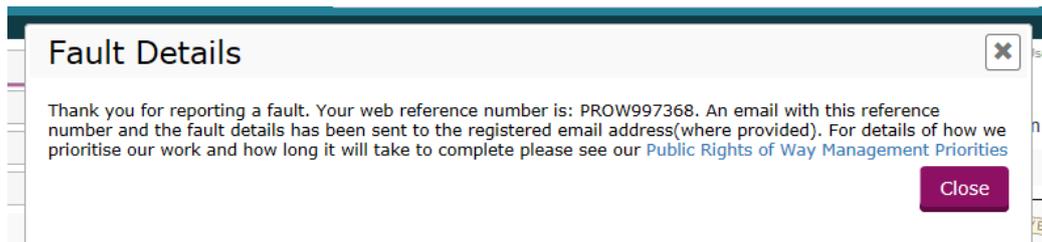
Status updates for this issue will be sent to the registered email address unless you untick this box:

10 Please keep photos as small as possible.

12

Required fields are marked with a *

- 10** If you have a photo of the problem, you can click “Add photos” and then browse to the image on your computer. Ideally try to keep these no larger than 1MB in size.
- 11** You are automatically ‘opted in’ to receive email updates but untick this box if you prefer not to receive these emails as the fault is updated.
- 12** Click “Submit”: Confirmation that the fault has submitted successfully and receive the fault reference number. Click “Close” to report another issue. **Please note:** to report the next fault you will need to click on the “Select” tool again, before choosing a new path, and then click the “Fault” icon to place the fault once selected.

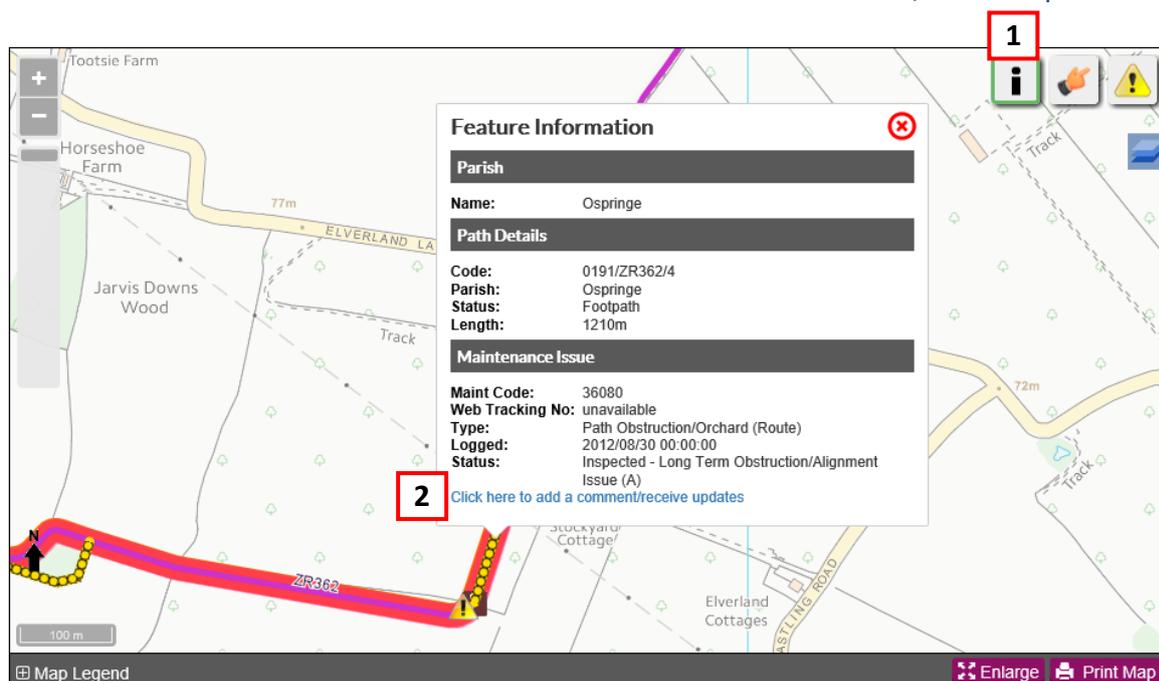


To add additional details to an existing fault report

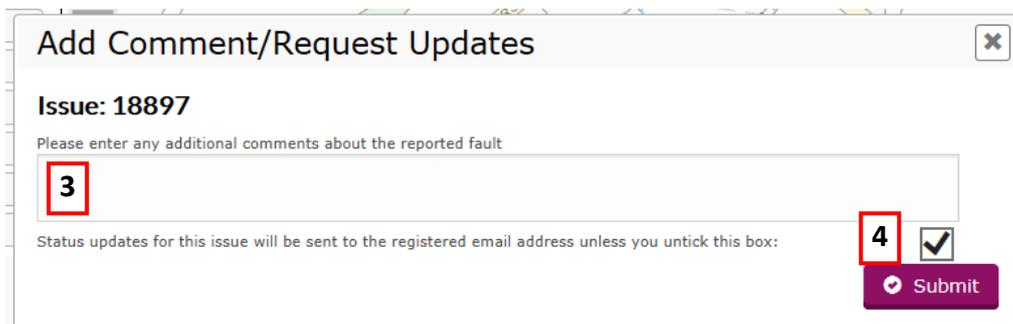
Once you have used the map search functions [Postcode/Street Name/ Town etc.] to get to the fault location.

Check existing faults: You can check any existing faults showing on the map to see if they are the same as the one you wish to report.

- 1** Click on the **i** information tool. Then click on an existing issue (yellow triangle with an exclamation mark or a line of yellow dots).
- 2** Details of the fault will appear in a pop-up box. If you want to add details to the fault click on the blue text under the fault details: “[Click here to add a comment/receive updates](#)”.



- 3** Add any additional details, which you think may help the PROW & Access Service, in the free-text box.
- 4** Untick the box if you don't wish to receive automatic email updates as the fault progresses, then click "Submit"



Add Comment/Request Updates [X]

Issue: 18897

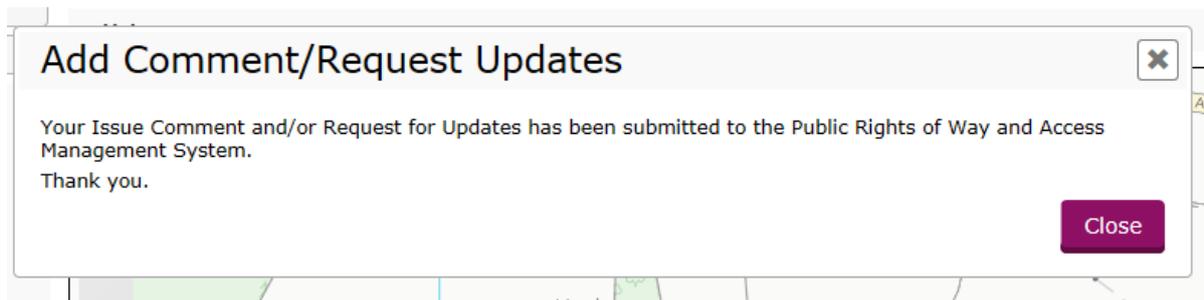
Please enter any additional comments about the reported fault

3 [Text Input Field]

Status updates for this issue will be sent to the registered email address unless you untick this box: **4**

Submit

Confirmation: You will then receive confirmation that your comments have been successfully submitted. Click "Close" to remove the pop-up message from the screen.



Add Comment/Request Updates [X]

Your Issue Comment and/or Request for Updates has been submitted to the Public Rights of Way and Access Management System.
Thank you.

Close

Check the Progress of a reported fault

Track a Fault: If you have opted into email updates you should receive an email as the fault gets updated. You can also check using the Track a Fault option:

- 1 Click on 'Track a Fault'
- 2 Enter the tracking reference for the fault (you will always receive an acknowledgement email containing this reference when you submit a fault, regardless of whether or not you opt in to updates)
- 3 Click "Find" and the details of the fault will appear on the screen and the map will also move to the fault location.

The screenshot shows the 'Track a Fault' form. On the left is a navigation menu with 'Track a Fault' highlighted and numbered 1. The main form has a title 'Track a Fault' and a subtitle 'Retrieve the details of a Problem and review the current status.' Below this is a text prompt: 'Please enter the reference number of a previously reported fault (e.g. 12345) then press the 'Find' button.' There is a text input field containing 'PROW783114' with a 'Find' button next to it. The 'Find' button is numbered 3.

- 4 Details of the fault will appear: date submitted; fault type; current status; and date last updated.
- 5 The map will show the fault location and highlight the fault with a yellow circle.

The screenshot shows the 'Track a Fault' form with the fault details displayed. The 'Find' button is numbered 4. The details are as follows:

Enquiry Number:	PROW783114
Submitted:	11 Oct 2017 17:32:32
Problem type:	zTest Issue
Sub-type:	zTest Issue/zTest Issue
Status:	Inspected - Work Scheduled
Updated:	11 Oct 2017 17:39:40

Below the details is a map showing the fault location. A yellow circle highlights the fault location on the map, which is numbered 5. The map shows a residential area with streets like SUSSEY ROAD and HIGH STREET.

My Reported Faults

You can also select 'My Reported Faults' which will show all faults you have submitted via the reporting tool.

Ref	Submitted	Description	Parish	Status	Updated
238717	06 Oct 17	Amenity	Upchurch	Allocated - Awaiting Inspection	28 Nov 17
783114	11 Oct 17	zTest Issue	New Romney	Inspected - Work Scheduled	11 Oct 17
185293	16 Oct 17	zTest Issue	Tovil	Awaiting Allocation	07 Dec 17
714943	22 Jun 17	Amenity	Wouldham 0301	Rejected	22 Jun 17
449526	22 Jun 17	Alignment	Wouldham 0301	Rejected	22 Jun 17
378295	10 Aug 17	Abandoned Vehicle	Ramsgate 0315	Rejected	10 Aug 17
725248	14 Aug 17	Abandoned Vehicle	Ramsgate 0315	Rejected	14 Aug 17
986559	22 Sep 17	zTest Issue	Capel-le-Ferne 0052	Rejected	22 Sep 17
752028	22 Sep 17	zTest Issue	Folkestone 0096Capel-le-Ferne 0052	Rejected	22 Sep 17
971675	22 Sep 17	zTest Issue	Capel-le-Ferne 0052	Rejected	22 Sep 17

1 Click on the "My Reported Faults" option.

2 Use your mouse to left click on any fault shown in the grid.

3 When you select a fault in the grid, the map moves to that location and highlights the fault with a yellow circle and summarises the fault details.

4 If you click any of the column headings, you can re-order the faults by that column i.e. if you click on the parish heading it will order your faults in alphabetical order, from A-Z, by the parish they are located in. Click on the parish heading again and it will re-order them in reverse order (Z-A).

5 You can select which faults show in the grid. The choices are: All outstanding; Completed last month; Reported last month; or, Reported last year

6 Depending on how many faults you have logged, the grid will display over one or more pages. You can switch between pages using the arrows here or by clicking on a page number.

7 You can choose the number of faults that show in the grid by selecting from the dropdown menu here.

Updating Contact Details: My Account

The screenshot shows the 'Manage My Account' interface. On the left is a navigation menu with options like 'Public Rights of Way Map', 'Report a Fault', 'Track a Fault', 'My Reported Faults', 'My Account' (highlighted with a red box and number 1), and 'Log out'. Below this are sections for 'Search Map' (with radio buttons for location types), 'Current Location' (with a 'Go to Current Location' button), and 'Save Location' (with 'Go to My Saved Location' and 'Set My Saved Location' buttons). The main content area is titled 'Manage My Account' and includes a sub-header 'My Details' (highlighted with a red box and number 2) containing fields for email address, title, first and last names, and telephone, with an 'Update my details' button. Below that is the 'My Password' section (highlighted with a red box and number 3) which lists password requirements and has fields for current, new, and confirm new passwords, with a 'Change password' button. At the bottom is the 'Delete My Account' section (highlighted with a red box and number 4) with a 'Delete my account' button and a warning note.

1 Click the “My Account” option.

2 You can update your details here, when finished click “Update my details” button to save changes. If you need to change your email address, then please let us know at: pro@kent.gov.uk and we will update this for you.

3 You can update your password by entering your current password and then your new password (twice) then click the “Change Password” button to save changes. Confirmation will appear that your password has been changed.

4 You can delete your account at any point by clicking on the “Delete my account” button. Please note: we will not be able to reinstate your account once you have pressed the button.